

**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2003 - JUNE 30, 2004**

COUNTY OF SAN DIEGO
BOARD OF SUPERVISORS
JUL 15 P 3:41

1. DEPARTMENT/COURT INFORMATION:

Department/Court: **Department of Animal Services**

Division/Unit: **Administration**

2. VOLUNTEER PROGRAM BENEFITS:

- a. **GENERAL VOLUNTEERS** (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol. 279	Hours 12,957	x	\$17.19	=	\$222,730.83
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Types of work performed by GENERAL VOLUNTEERS in this category:

Volunteers exercise and train dogs; interact with cats and keep them socialized; clean dog and cat kennels; work in the Medical Center as assistants to registered veterinary technicians and veterinarians (holding animals, cleaning instruments and work areas, helping with treatments and procedures); conduct administrative duties such as inputting information into the computer for medical personnel, submitting Pet of the Week information to various publications, keep photos updated in the DAS website, make up adoption flyers for display to showcase adoptable animals, keep forms and reports volunteers use updated daily; groom dogs and cats; work as a Greeter to assist the public in the shelter; work public education booths in community events.

- b. **INSTITUTIONAL VOLUNTEERS** (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol. 4	Hours 112	x	\$ 17.19	=	\$1,925.28
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

Scrubbed kennels, washed windows and vehicles, washed dishes and did laundry. Also cleaned up the grounds and facilities and conducted general clean up in corrals.

- c. **SPECIALIZED VOLUNTEERS** (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.

<u>Position</u>	<u>Hours</u>	x	<u>VCL</u>	=	<u>Dollar Benefit</u>
Adoption Counselor	3,540		\$9.50		\$33,630.00

No. Vol	4	Total Hours	3,540	Total Value	\$33,630.00
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

Adoption Counselors assisted the public with adoptions, conducted interactions between potential adopters and dogs and cats, assisted staff in conducting evaluations, contacted breed placement groups and partnership shelters to facilitate adoptions.

- d. **TOTALS OF DEPARTMENT VOLUNTEERS** (from above):

<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a: 279	12,957	\$222,730.83
2b: 4	112	\$ 1,925.28
2c: 4	3,540	\$ 33,630.00
TOTALS:287	16,609	\$258,286.11

3. **DONATIONS TO VOLUNTEER PROGRAM:**

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, airtime, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

<u>Item Donated</u>	<u>Value</u>	<u>Item Donated</u>	<u>Value</u>
None	\$		\$
	\$		\$

TOTAL VALUE \$ 0

4. **VOLUNTEER PROGRAM COSTS:**

- a. Cost of direct supervision of volunteers (total hours of direct supervision time's hourly rate of staff person(s) directly supervising program volunteers.

Hours **2,080** x Rate **\$17.79** =

\$ 37,003.00

- b. Cost of program coordination (total hours of program coordination times hourly rate of coordinator). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Hours **1,920 hrs** x Rate **\$23.10** =

\$ 44,352.00

- c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
<u>Volunteer Recognition</u>	\$ <u>150.00</u>
<u>Office Supplies</u>	\$ <u>1,229.57</u>
<u>Shelter Training equipment (leashes)</u>	\$ <u>500.00</u>
<u>Shelter Tails newsletter printing</u>	\$ <u>507.00</u>

TOTAL OF OTHER PROGRAM COSTS =

\$ 2,386.57

- d. TOTAL OF VOLUNTEER PROGRAM COST =
(add 4a, 4b, and 4c)

\$ 83,741.57

5. **NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:**

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$258,286.11
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$None
ADD a + b	\$258,286.11
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	(\$83,741.57)
TOTAL PROGRAM BENEFIT	\$174,544.54

6. **RECRUITING:**

Please describe your recruiting programs:

We distribute brochures and informational packets at community events. Our DAS website has Volunteer information and an application to download.

7. **SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:**

Please describe any special activities and/or achievements your program was involved in during the period of this report:

Our volunteers were more involved in community events this past year. They staffed community information booths and worked a variety of different adoption events, finding homes for available animals.

We published a quarterly newsletter and updated and streamlined the Volunteer Program. We added new two new programs for the volunteers, that includes the implementation of a Foster Program for neo-nate puppies and kittens and for dogs and cats recovering from illness or injury. We also added new volunteer opportunities for the volunteers, such as a Patrol Volunteer position and a Medical Center Assistant position. New training has also been added to the curriculum, that gives volunteers training on feline behavior, handling, disease and illness recognition and adoption counseling.

All "dog handling" volunteers attended a four hour Shelter Training Course that gave them training in shelter procedures, disease and behavior recognition and dog training techniques. We also offered several two-hour Discussion Group forums for volunteers to meet with staff and talk about canine behavior, training techniques and other aspects of the shelter's adoption program.

I added a formal Mentoring program for the mentoring volunteers, which includes a check off list to give a more uniformed level of mentoring between the three shelters. In addition, Mentor Volunteer meetings were established so the mentoring volunteers and supervising ACA's could meet and discuss shelter updates, training tips and ideas and this gives them all an opportunity to trouble shoot any problems in the program.

8. **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2004-05:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

My goals will include getting the volunteer newsletter, Shelter Tails, online at our website. This will save the department money at the printers (and costs involved in mailings) and can be used for a recruiting tool as people can read the newsletter and see what the volunteers are involved with in the community.

Another goal would be to get volunteers trained and on a master call-out list for disaster response. We do have a wealth of experience in the volunteer program and we can use our volunteers to help with high animal impound rates during disasters, assist with animal rescues and work at the command posts.

Recruitment for specific duties is still on my list of goals. I have been recruiting for specific shelters and those jobs that will best benefit those shelters. It has been very successful. I wish to continue that into this new fiscal year. This will benefit the Department by getting more people in to volunteer on days that have low "volunteer attendance" and will help staff get the assistance they need in certain areas of work.

Another goal has to do with training. Although the training classes held for volunteers has increased tremendously, there are so many more things I would like to offer to volunteers, including CPR, First Aid and more classes on animal handling, behavior assessment and positive reinforcement techniques.

9. **GENERAL INFORMATION:**

Volunteer Coordinator and person filling out Report: Heidi Burke

Phone: 619-767-2611

Mail Stop: H-39

Email: Heidi.Burke@sdcounty.ca.gov

10. **DEPARTMENT CERTIFICATION:**


DEPARTMENT HEAD SIGNATURE

7-13-04
DATE